North Carolina COVID-19 Vaccine Management System (CVMS)

Provider Enrollment Portal

Responsible Officer User Guide

Version 6

April 23, 2021

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If you have any questions, issues or requests, please go to the

CVMS Help Desk Portal* at https://ncgov.servicenowservices.com/csm_vaccine

You can also call the COVID-19 Vaccine Provider Help Center at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Center is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET

Saturday – Sunday: 10:00 AM – 6:00 PM ET

* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code
    NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)
    For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021
3. You will receive an e-mail with your username and temporary password to log into the portal

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Overview

In this user guide, we will discuss how to complete the executive review and signature during the Provider Enrollment process in the CVMS Provider Enrollment Portal.

The content included in this training is for the following roles: **CMOs** and **CEOs,** or **Organization Administrator acting as CMO or CEO**

Additionally, you will need to:
- Use the latest version of Chrome, Firefox, Edge Chromium, or Safari browsers
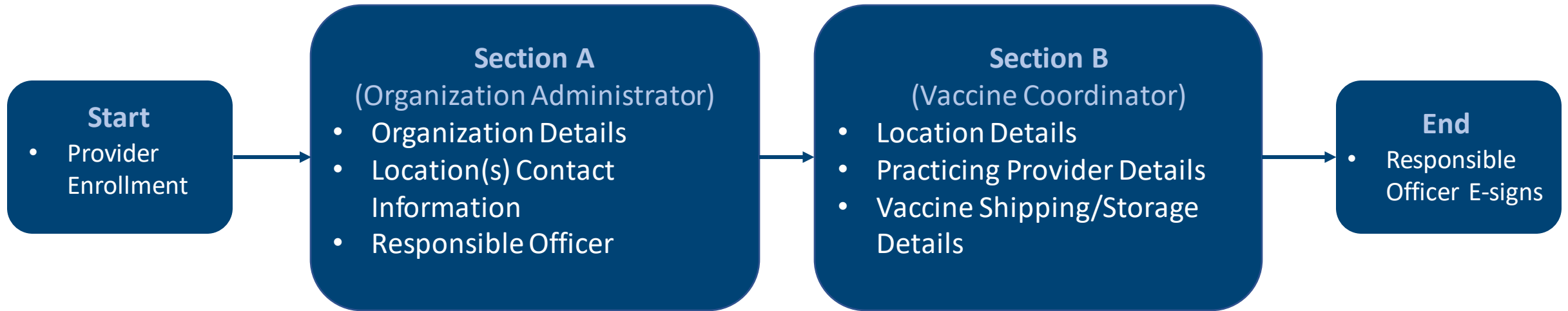- Log into the CVMS Provider Enrollment Portal at https://covid-enroll.ncdhhs.gov/

Now, let's get started!
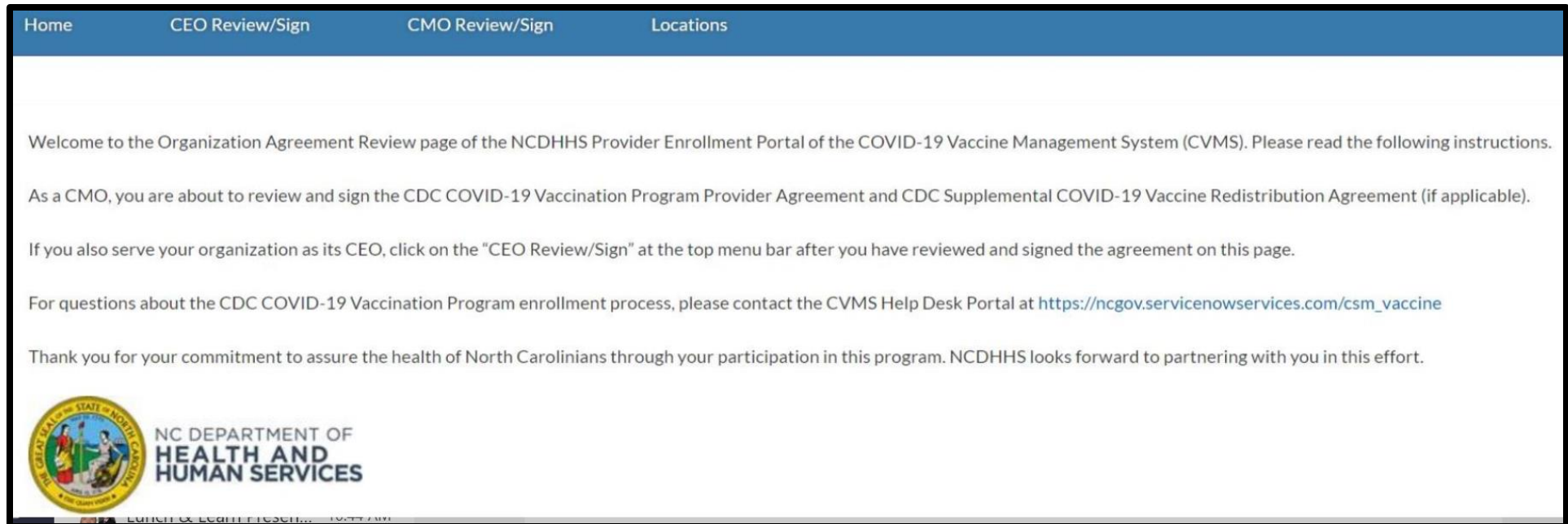
Provider Enrollment Process Overview

CVMS Provider Enrollment Process Overview

The COVID-19 Vaccination Program Provider Enrollment Process takes place in the **CVMS PROVIDER ENROLLMENT PORTAL**. The CVMS Provider Enrollment Portal is a cloud-based solution.

Start
- Provider Enrollment

→

Section A
(Organization Administrator)
- Organization Details
- Location(s) Contact Information
- Responsible Officer

→

Section B
(Vaccine Coordinator)
- Location Details
- Practicing Provider Details
- Vaccine Shipping/Storage Details

→

End
- Responsible Officer E-signs

Additional Resources

- Provider Enrollment Portal - https://covid-enroll.ncdhhs.gov/
- Provider Enrollment Checklist - https://covid19.ncdhhs.gov/covid-19-vaccine-readiness-checklist-download/download

Relevant Roles

- Organization Administrator
- Vaccine Coordinator
- Responsible Officer (CEO and CMO)

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Provider Enrollment Roles

A provider is anyone who provides and administers healthcare services.

Providers

- Pharmacies
- Community health centers
- Hospitals
- Clinics
- Long-term care facilities
- Acute care hospitals
- Urgent care clinics
- Other medical care facilities

Role	Responsibilities
Organization Administrator	• Completes Section A for the entire organization. • Can also complete all actions a Vaccine Coordinator, CEO or CMO is completing
Vaccine Coordinator	• Completes Section B for their assigned location(s) • On-site at the location
Chief Executive Officer (CEO)	• Reviews and signs on behalf of all locations within the organization
Chief Medical Officer (CMO)	• Reviews and signs on behalf of all locations within the organization

Provider Enrollment Role Checklist

COMPLETE THE CHECKLIST below for **EACH ROLE** that you serve in your organization

Organization Administrator	Vaccine Coordinator	Chief Executive Officer (CEO)	Chief Medical Officer (CMO)
☐ **Register** for a Provider Enrollment account	☐ **Register** for a Provider Enrollment account via the link in the welcome email	☐ **Register** for a Provider Enrollment account via the link in the welcome email	☐ **Register** for a Provider Enrollment account via the link in the welcome email
☐ Mark if your organization is a **Redistribution Participant**	☐ **Upload pictures** of the interior and exterior of your **storage units**	☐ Review and sign the **CDC COVID-19 Vaccination Program Provider Agreement**	☐ Review and sign **the CDC COVID-19 Vaccination Program Provider Agreement**
☐ **Add** all locations	☐ **Input all practicing providers** at your location	☐ If applicable, review and sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement**	☐ If applicable, review and sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement**
☐ Add your organization's **CMO**	☐ **Add initial HCP Location Managers**		
☐ Add your organization's **CEO**	☐ Review and sign the **CDC COVID-19 Vaccination Program Provider Agreement**		
	☐ Review and sign the **Storage and Handling Attestation**		
	For locations with at least 25 practicing providers, return completed **Practicing Provider Bulk Upload Template** to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine		

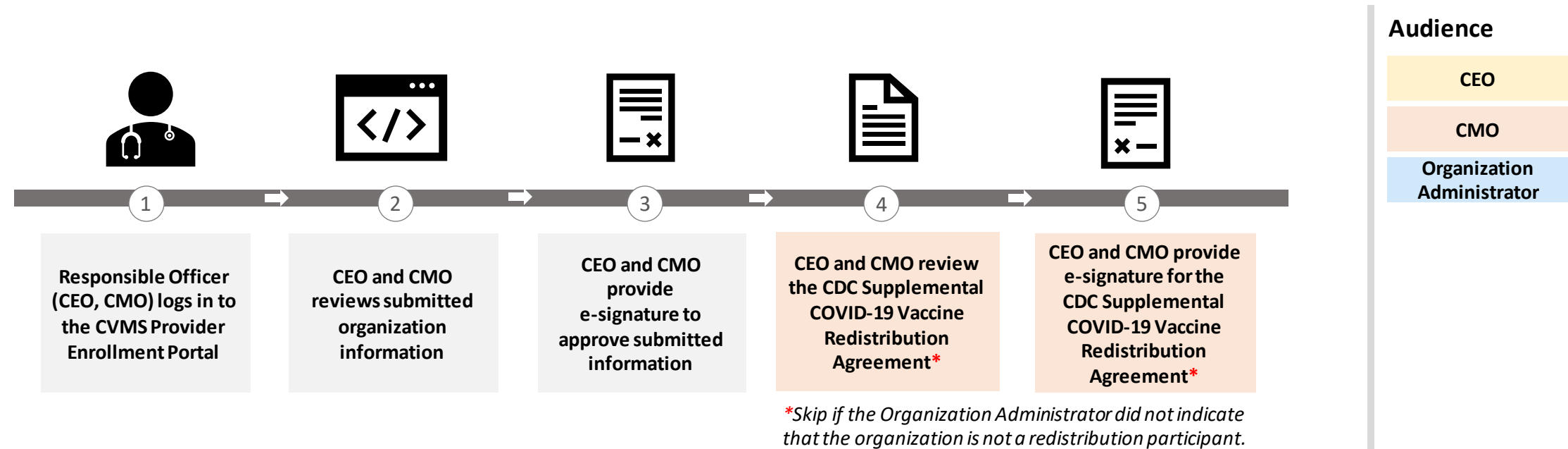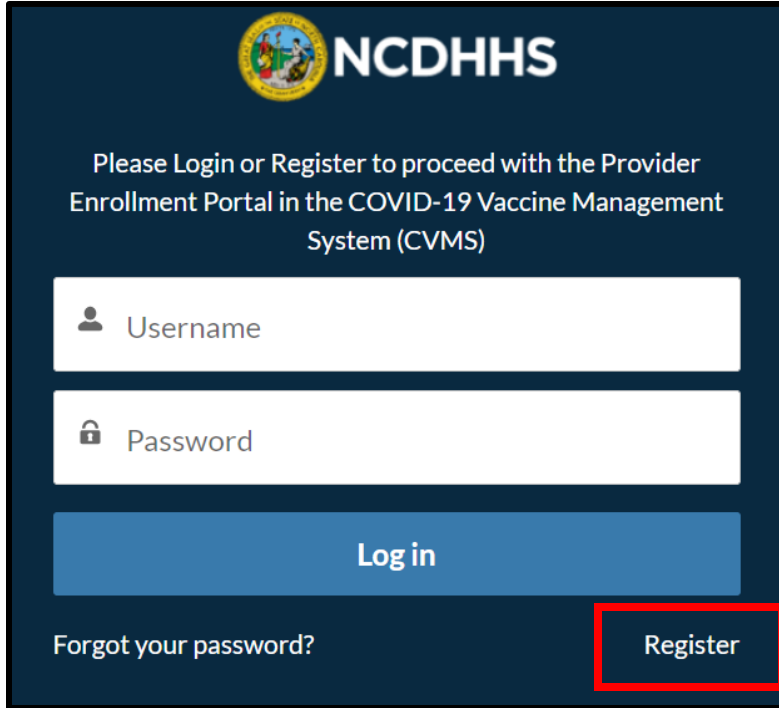# Completing the Responsible Officer Review & Sign Process

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Provider Enrollment Workflow – Providing E-Signature

Audience

CEO

CMO

Organization Administrator

1 Responsible Officer (CEO, CMO) logs in to the CVMS Provider Enrollment Portal

2 CEO and CMO reviews submitted organization information

3 CEO and CMO provide e-signature to approve submitted information

4 CEO and CMO review the CDC Supplemental COVID-19 Vaccine Redistribution Agreement*

5 CEO and CMO provide e-signature for the CDC Supplemental COVID-19 Vaccine Redistribution Agreement*

Skip if the Organization Administrator did not indicate that the organization is not a redistribution participant.

If any changes are made to Section A after your organization is approved and the CEO / CMO signatures are provided, the organization must be re-approved and CEO / CMO signatures will be required again.

Step 1 of 6: Log into the CVMS Provider Enrollment Portal Responsible Officer Log-in

Once you are ready to review and sign the **CDC COVID-19 VACCINATION PROGRAM PROVIDER AGREEMENT** and the **CDC SUPPLEMENTAL COVID-19 VACCINE REDISTRIBUTION AGREEMENT** (if applicable) for your organization, navigate to the CVMS Provider Enrollment Portal.

Use the email address where you received the email invitation to the Provider Enrollment Portal to create your account.

1. Click **REGISTER**

2. Enter your **NAME AND EMAIL**

3. Create your **PASSWORD**

4. Click **SIGN UP**

Audience

CEO
CMO
Organization Administrator

Tips

Link to the portal included in the email inviting you to register.

Review the **CVMS Provider Enrollment Account Registration and Password Reset User Guide** if you do not have an account, which is located on the NC Immunization Branch website:

https://covid19.ncdhhs.gov/cvms-provider-enrollment-account-registration-and-password-reset-user-guide/download

After logging in, you will see a message appear with a few **IMPORTANT REMINDERS** about the **ORGANIZATION AGREEMENT REVIEW PROCESS.** The Organization Agreement Process will work similarly for **BOTH CMOs** and **CEOs.**

1. Read the **REVIEW**

2. **CLOSE** the window

Audience

CEO
CMO
Organization Administrator
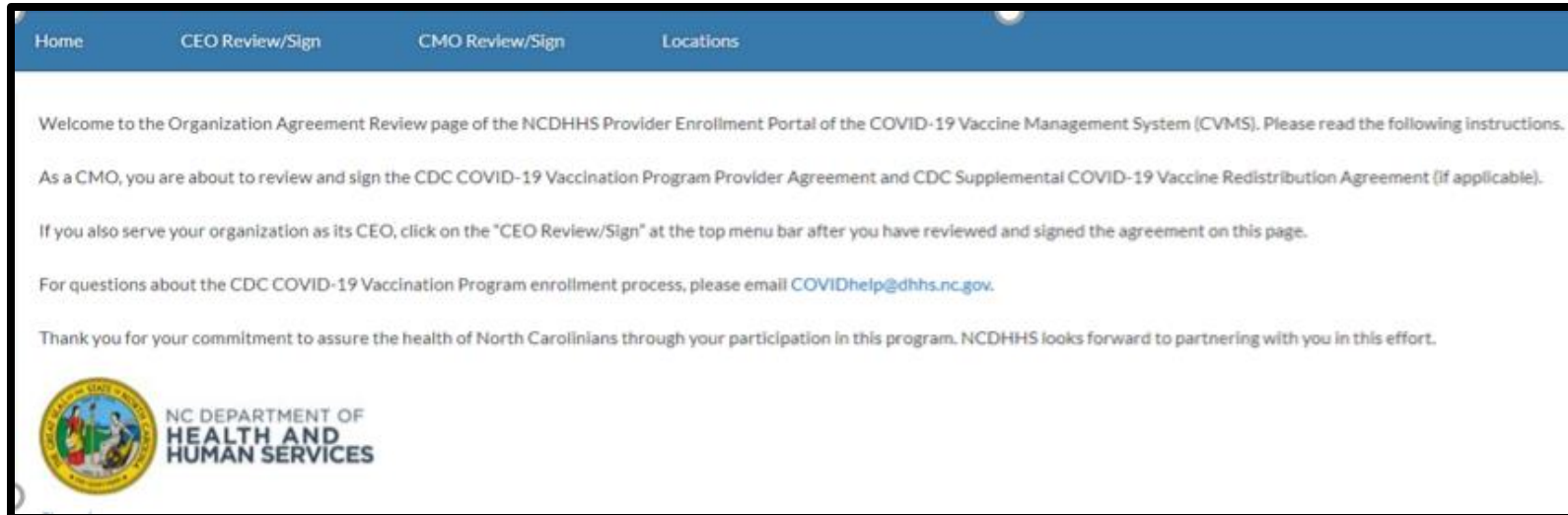
After closing the message, you will be able to review the **CDC COVID-19 VACCINATION PROGRAM PROVIDER AGREEMENT** and your **ORGANIZATION INFORMATION.** After reviewing the agreement and all provided details, you can **E-SIGN THE DOCUMENT.**
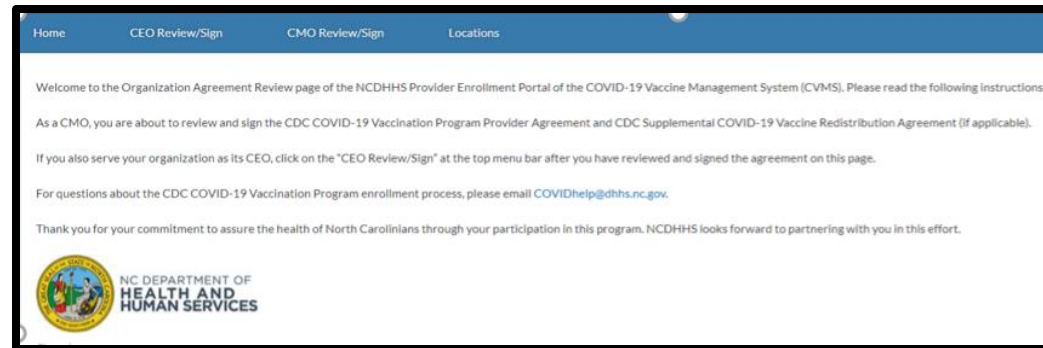
1. **REVIEW** the agreement and organization details

2. **DRAW YOUR SIGNATURE HERE**

2. Click the **ADOPT AND USE**

3. Click **NEXT**

Audience

CEO
CMO
Organization Administrator
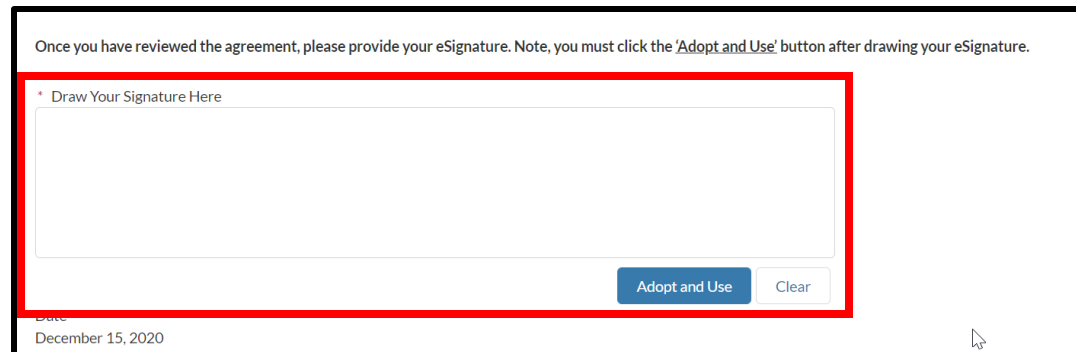
Home   CEO Review/Sign   CMO Review/Sign   Locations

Welcome to the Organization Agreement Review page of the NCDHHS Provider Enrollment Portal of the COVID-19 Vaccine Management System (CVMS). Please read the following instructions.

As a CMO, you are about to review and sign the CDC COVID-19 Vaccination Program Provider Agreement and CDC Supplemental COVID-19 Vaccine Redistribution Agreement (if applicable).

If you also serve your organization as its CEO, click on the "CEO Review/Sign" at the top menu bar after you have reviewed and signed the agreement on this page.

For questions about the CDC COVID-19 Vaccination Program enrollment process, please email COVIDhelp@dhhs.nc.gov.

Thank you for your commitment to assure the health of North Carolinians through your participation in this program. NCDHHS looks forward to partnering with you in this effort.
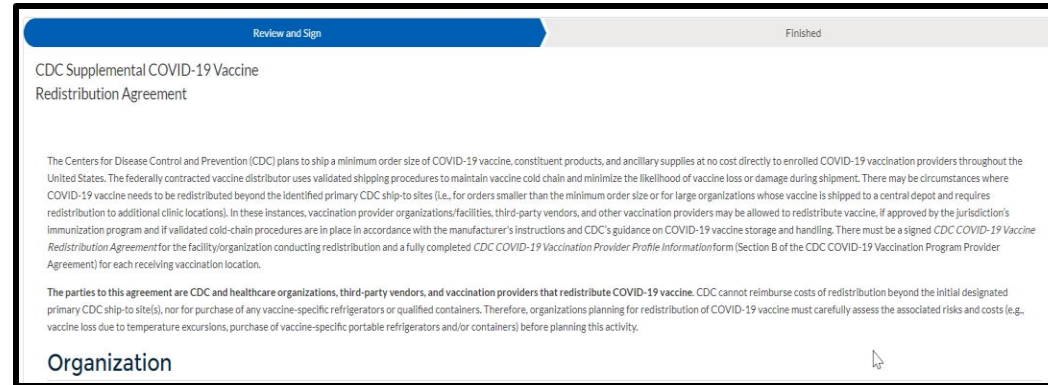
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Once you have reviewed the agreement, please provide your eSignature. Note, you must click the 'Adopt and Use' button after drawing your eSignature.

* Draw Your Signature Here

[Adopt and Use]   Clear

Date
December 15, 2020

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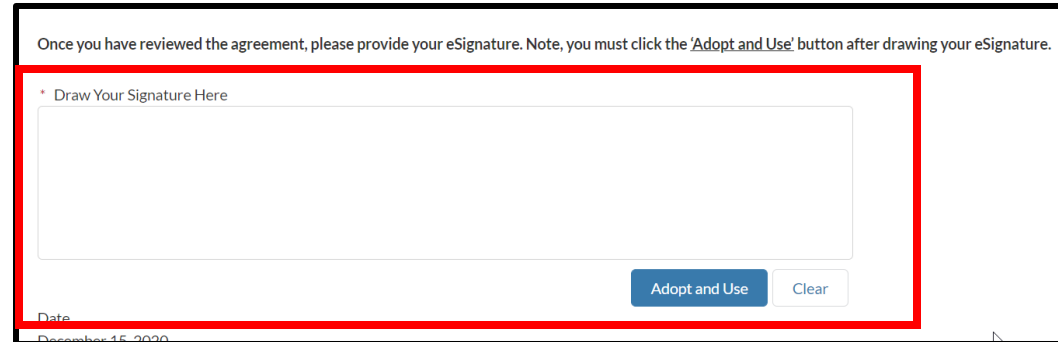HEALTH AND
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If your Organization Administrator indicated that your **ORGANIZATION IS A REDISTRIBUTION PARTICIPANT**, you will see the **CDC SUPPLEMENTAL COVID-19 VACCINE REDISTRIBUTION AGREEMENT**.

If you are not a redistribution participant, continue to the next step.

1. **REVIEW** the agreement and organization details

2. **DRAW YOUR SIGNATURE HERE**

2. Click the **ADOPT AND USE**

3. Click **NEXT**

Audience

CEO
CMO
Organization Administrator

Tips

This agreement will not appear if your organization is not a redistribution participant.

If you are not a redistribution participant, continue to the next step.

Step 5 of 6: Review & Signature Complete

Once you are **DONE REVIEWING AND SIGNING** the appropriate agreement for your organization, the provider enrollment **PROCESS IS COMPLETE**.

If any changes are made to Section A after your organization is approved and the CEO / CMO signatures are provided, the organization must be re-approved and signatures will be required again.

If **YOU ARE BOTH THE CEO AND CMO**, continue to the **NEXT STEP**.

Audience

CEO
CMO
Organization Administrator

Step 6 of 6: Complete CMO / CEO Review & Signature

If **YOU ARE BOTH THE CEO AND CMO**, you can **COMPLETE ALL THE SAME STEPS** for the **REMAINING ROLE**.

You will be able to complete the remaining steps using the navigation bar the top of your page.

1. If you completed the CMO review / signature, click **CEO REVIEW/SIGN** at the top of your page

2. If you completed the CEO review / signature, click **CMO REVIEW/SIGN** at the top of your page

Audience

CEO
CMO
Organization Administrator

Appendix

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Organization Status Notification

The Organization Administrator, CEO, and CMO will receive an **EMAIL NOTIFICATION** once the status of the organization changes to **APPROVED** or **REJECTED**. Rejected statuses will generate an email with the **REASON FOR REJECTION**.

Audience

CEO
CMO
Organization Administrator

From: **Covid19 Vaccine Management Enrollment Team** <covidenroll@dhhs.nc.gov>
Date: Thu, Apr 22, 2021 at 8:11 PM
Subject: Provider Enrollment Complete + Next Steps for CVMS Activation
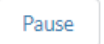To:

Dear COVID-19 Vaccine Provider Applicant,

This memo confirms your enrollment in the Centers for Disease Control and Prevention (CDC) COVID-19 Vaccination Program in North Carolina and provides next steps for activation in the COVID-19 Vaccine Management System (CVMS). Your CDC COVID-19 Vaccination Program Provider Agreement and Provider Profile have been reviewed and accepted.

During the enrollment process, each location was prompted to submit an initial Healthcare Location Manager. If a Healthcare Location Manager was provided, this individual will manage your employees' access to the CVMS Provider Portal, with the ability to create new CVMS Provider Portal users and deactivate, reactivate, and manage location assignments for existing users via self-service functionality in CVMS for smaller locations. Larger locations can onboard users via bulk upload by submitting a CVMS Help Desk ticket (instructions for both scenarios are below under the HCP User Onboarding section). **In order to access CVMS to manage vaccine inventory and record vaccine administrations all users must be set up for access before logging in to the CVMS Provider Portal.**

Additional Notes

Key Items:

- **Hyperlink**s appear as light blue and will provide additional information or navigation.

- ***Asterisks*** are used to denote required information.

- A Toggle can be clicked to see selectable options.

- A Pen can be clicked to make edits to the field.

- Navigation Buttons can be clicked on to progress to the "next" or the "previous" step in a task.

- A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Edge Chromium, or Safari browsers to access CVMS.
- For more information on approved browsers, see **https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5**
- Note: Internet Explorer and Edge (non-Chromium) browsers are not supported.

User Guide Change Log

Key Items:

- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/14/2020	• Original version		Kevin Kauffman
2	12/31/2020	• Removed link to the Provider Enrollment portal	4, 6	Simon Couderc
3	1/7/2020	• Removed any mention of the 2 CVMS Help Desk emails. Added TIPS mentioning retired emails. Added Service Now Portal information.	1, 2, 4, 8, 12, 13, 18, 19	Courtney Seward
4	2/11/2021	• Took out any mention of the covidhelp email	4,8,12,13,18	Courtney Seward
5	3/9/2021	• Updated registration steps, organization approval and resubmission requirements	10, 11, 18	Azalea Troche
6	4/23/2021	• Updated organization approval screenshot	18	Kevin Kauffman

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